GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1371
ANSWERED ON:29.11.2011
FLEECING BY AUTO RICKSHAW DRIVERS
Kodikunnil Shri Suresh

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether cases of fleecing and overcharging by cab and auto rickshaw drivers have been reported at the Indira Gandhi International Airport;

(b) if so, the details thereof and the number of cab and auto-rickshaw drivers arrested and number of FIRs lodged against them during each of the last three years and the current year; and

(c) the steps taken by the Government to ensure the safety and security of passengers at the IGI Airport?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI MULLAPPALLY RAMACHANDRAN)

(a) & (b): Yes, Madam. Some cases of refusal and overcharging by TSRs and taxis at IGI Airport have been reported to Delhi Police. The details of prosecution by Delhi Police against TSRs/Cabs for overcharging and refusal, TSRs/Cabs challaned, FIRs lodged against cab and auto rickshaw drivers and the drivers arrested for various crimes during the last three years and the current year i.e. 2008, 2009, 2010 and 2011 (upto 15.11.2011) are given below:

Year	Refusal overcharging				
	TSR	Cab	Total	TSR	Cab	Total
2008	02	01	03	-	01	01
2009	07	06	13	34	04	38
2010	12	10	22	08	08	16
2011 (upto 15.11.2011)	01	01	02	01	08	09

year	Total Challans issued		Number of FIRs	Persons arrested
	TSR	CAB		
2008	1188	2773	02	04
2009	3679	2935	02	02
2010	4072	3562	05	10
2011 (upto 15.11.2011)	210	4846	08	08

(c): The steps taken by Delhi Police to ensure the safety and security of passengers at the IGI Airport are as follows:

1. Police personnel has been deployed-round the clock-at arrival and departure terminals to deter the cab drivers from fleecing and overcharging.

2. The Delhi Police has opened pre-paid Taxi booths at the Airport to serve the commuters.

3. Public can lodge complaints against the erring Cab drivers on "Traffic Helpline" at telephone number 25844444 and 1095- round the clock.

4. Delhi Police has launched the Short Message Service on 56767 for lodging complaints against Cab/Auto Rickshaw drivers in respect of refusal, overcharging, misbehaviour or harassment.

5. The aggrieved persons can file complaints on the Facebook page of Delhi Traffic Police.

6. Surprise checking of TSRs and Cabs is undertaken from time to time to detect such violation.